



**FOR PUBLICATION**

**DERBYSHIRE COUNTY COUNCIL**

**DERBYSHIRE HEALTH AND WELLBEING BOARD**

**18 January 2024**

**Report from Healthwatch Derbyshire**

**Healthwatch Engagement Update**

## **1. Purpose**

- 1.1 The Health and Wellbeing Board is asked to:
- a) Note the overview of themes and priorities from Healthwatch Derbyshire.
  - b) Consider any further opportunities that could support a partnership response to these themes.
  - c) Consider any further opportunities for organisations to collaborate with Healthwatch, and the patient voices we can represent.

## **2. Information and Analysis**

- 2.1 The Engagement Update provides information on current themes. Top themes from members of the public are:

- **GP and dental access**

Problems accessing a GP or a dentist is a top theme in our engagement work. We continue to share this feedback with Joined Up Care Derbyshire (JUCD) and the Care Quality Commission (CQC).

The theme that is most prevalent around GP access is communication between patients and the GP. This has most commonly been around explaining treatments and verbal advice given to patients. Also, follow-on treatment and continuity of care.

Many people are telling us they are phoning 111 due to being unable to access a GP.

There is a view/perception it's considered that many GP practices are going "digital by default". This means that people who can't access digital technology are struggling to get an appointment at their GP surgery.

- **Waiting times, and the importance of good communication and 'waiting well'**

In both health and social care, the concern we are hearing the most about is waiting times. Feedback from the public spoke about a lack of communication when waiting for care.

We are hearing about hospital waiting times for rheumatology, pulmonary rehab, dermatology, and ophthalmology. We are also hearing from Healthwatch England, as well as locally, about assessment waiting times for autism and ADHD. We've also been told about long wait times for CAMHS support for children and young people.

- **Challenges around pharmacy**

Pharmacy is a subject that has started to come up more often. With people struggling to access GP services, many people are relying on pharmacies more. Local people have told us about reduced number of staff and no regular pharmacists. We've also heard about issues with communication between GPs and pharmacies and the closure of pharmacies in rural areas.

- **Support for people with additional needs**

Support for people with learning disabilities and/or autism has been a subject that has become more frequent in the past year. Many carers have said they are struggling to find respite and that there is a lack of appropriate support. We have also had feedback about delays for wheelchair fittings and getting the correct mobility equipment. This is something that we will be asking the public more about in future, as well as reasonable adjustments for people with hearing loss.

2.2 An update is also provided on other Healthwatch work priorities, including Enter and View, and Inpatient Mental Health facilities.

### **3. Alternative Options Considered**

3.1 Not applicable.

### **4. Implications**

4.1 Not applicable.

### **5. Consultation**

5.1 Not applicable.

### **6. Partnership Opportunities**

6.1 To consider any further opportunities that could support a partnership response on these themes.

6.2 Consider any further opportunities for organisations to collaborate with Healthwatch, and the patient voices we can represent.

### **7. Background Papers**

7.1 Not applicable

### **8. Appendices**

8.1 Appendix 1 – Implications.

8.2 Appendix 2 – Engagement update

### **9. Recommendation(s)**

That the Health and Wellbeing Board:

9.1 Note the overview of themes and priorities from Healthwatch Derbyshire

9.2 Consider any further opportunities that could support a partnership response to the themes and priorities identified by Healthwatch Derbyshire.

9.3 Consider any further opportunities for organisations to collaborate with Healthwatch, and the patient voices are represented.

## **10. Reasons for Recommendation(s)**

10.1 The report and its recommendations support the role, function and duty of the Board.

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**Organisation:** Healthwatch Derbyshire

**HWB Sponsor:** Helen Henderson

## **Implications**

### **Financial**

1.1 There are no financial implications of this report.

### **Legal**

2.1 There are no legal implications of this report.

### **Human Resources**

3.1 There are no human resource implications of this report.

### **Equalities Impact**

4.1 Not applicable

### **Partnerships**

5.1 This report and its recommendations are intended for all partners.

### **Health and Wellbeing Strategy priorities**

6.1 This report supports the following strategic priorities.

- Enable people in Derbyshire to live healthy lives.
- Build mental health and wellbeing across the life course.

### **Other implications**

7.1 none